

Project Name: Online Order Entry and Liquor Inventory Management System

Requesting Agency: Iowa Alcoholic Beverages Division

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Goal: To improve service, convenience and customer satisfaction, and to maximize state revenue by defining, identifying, and implementing an online 24/7 liquor order entry and inventory management system to service Iowa's privately-owned 490 Class E liquor retailers.

Project Purpose: To define and document the requirements, specifications, options, budget, and schedule for the creation and installation of an online order entry and warehousing system.

Background: The Iowa Alcoholic Beverages Division services over 490 Class E liquor retailers, who sell spirits to the citizens of Iowa. In 1983, the Division purchased an inventory management system from Leland Inc. That system is now over 22 years old, is not compatible with the personal computers utilized by the Division's staff, and does not have the ability to allow for electronic interfaces to customers and vendors. Customers, the Class E retailers, can currently submit orders only via telephone during Division business hours or via fax. The current system does not afford customers the ability to review order history or track the status of current orders. Historical data is difficult to obtain, as it can only be retrieved by Division personnel and requires that custom data extract be performed. Ad-hoc reporting is not possible.

The primary requirements are to streamline the ordering and inventory process by offering a fully on-demand and modular system that is available to the state's Class E liquor licensees and liquor brokers/suppliers. ABD's customers have, on numerous occasions, requested an on-demand ordering system, where there is no delay in placing an order. Customers want to be able to submit an electronic order file, or enter an order through an ABD web site.

Ideally, the new system will consist of the following modules:

- An order entry module, allowing stores to order via telephone, fax, on-line web orders or batch electronic data interchange.
- An inventory module, utilizing a bailment system, that tracks and adjusts inventory levels and also pays vendors for purchased inventory.
- An unloading module, scheduling and tracking incoming shipments from outside vendors.
- A picking module, facilitating filling and tracking shipping of outgoing orders to customers.
- An order module that tracks and assists staff in researching items not listed in regular inventory.
- A physical inventory module and management reporting module available to warehouse operations staff.

Service Improvements: Currently, customers can not effectively submit orders outside of Division business hours. The new system will allow customers to submit orders, confident of acceptance and of inventory availability, 24 hours a day, 7 days a week. In addition, customers will be able to track their order to determine arrival date. The new system will allow the Division

to deliver product more efficiently and with greater reliability, resulting in more dollars being transferred to Iowa's general fund.

Customers will enjoy enhanced service in the ability to access order history, allowing them to plan effectively and improve the services provided to citizens and visitors. Customers will also enjoy an expedited product order interface, drastically reducing the wait time experienced under the current system.

Additionally, by being able to better track warehouse inventory levels the Division will be able to automatically initiate re-orders, reducing hours spent on manual inventory management and the chance of out-of-stock situations. By utilizing electronic interfaces to vendors, we will be able to work more efficiently and effectively.

Request: The agency is requesting \$90,000 for DAS ITE to perform assessment and planning functions in order to determine the requirements for an order entry and inventory management system. DAS ITE primary deliverables for the proposed system will be:

- Development or installation specifications and requirements.
- Estimates of development effort by component.
- Use Cases and process flows.
- Data Model and Dictionary.
- RFP criteria, as an alternative to development.

Interested Parties:

- Liquor suppliers and brokers doing business in Iowa.
- Class "E" liquor licenses that order product directly from the Iowa Alcoholic Beverages Division.

Recipients of this Service:

- Small business owners carrying a class "E" liquor license.
- Liquor suppliers and brokers doing business in Iowa,
- Iowa consumers that, due to improved product level management in the state liquor warehouse and at their local retail store, will enjoy the greater availability of their favorite beverages.